



Attorney General Jon Bruning

NEWS RELEASE

FOR IMMEDIATE RELEASE

July 16, 2009, 2:25 p.m.

Contact: Leah Bucco-White

402-471-2067

Leah.bucco-white@nebraska.gov

Attorney General Bruning Announces Settlement With DISH Network

Refunds Available to Eligible Consumers

Note: A sound bite on this topic will be available shortly at: www.ago.ne.gov

(Lincoln, Neb.) Attorney General Jon Bruning today announced that Nebraska will receive \$125,000 as part of a consumer protection settlement totaling \$5.9 million with DISH Network, L.L.C. Nebraska and 45 other states alleged the satellite TV provider and its third-party retailers engaged in deceptive and unfair sales practices.

“In addition to the \$5.9 million being paid to states, DISH Network will provide restitution to eligible consumers,” said Bruning. “I encourage Nebraskans who have had concerns about their DISH service within the last two years to file a complaint with my office.”

The settlement resolves the states’ allegations including that DISH Network:

- Refused to accept responsibility for the misconduct of its third-party retailers and installers;
- Made telemarketing calls to consumers in violation of do-not-call rules;
- Failed to disclose all terms and conditions of their customer agreements, including the availability of rebates, credits and free offers;
- Did not disclose that purchased or leased equipment was previously used and/or refurbished;
- Made reference to competitors’ price offers when the goods or services being compared were materially different; and
- Charged customer credit cards and debited bank accounts without providing adequate notice and obtaining appropriate authorization.

CONSUMER REFUND INFORMATION:

Unresolved complaints sent to DISH Network or state attorneys general since January 1, 2004 are eligible for the restitution program. DISH Network will notify consumers who are eligible for the restitution program by sending a claims notice to those consumers. Consumers can also file a complaint with the Attorney General’s Office, DISH Network or the Better Business Bureau by December 14, 2009 to be considered for the restitution program as long as the complaint is about activity that took place within the last 2 years.

For more information or to file a complaint, contact the Attorney General’s Office Consumer Protection Hotline at 800-727-6432. To file a complaint online, go to www.ago.ne.gov.

Assistant Attorney General Leslie Levy handled the case.

###